

Media Release

17 June 2022

Public Water Utility Audits 2022

IPART is reviewing the performance of Hunter Water, Sydney Water and WaterNSW for the 2021-2022 period. We undertake annual audits to check compliance against the respective operating licences:

- [Hunter Water Corporation Operating Licence 2017-2022](#)
- [Sydney Water Corporation Operating Licence 2019-2023](#)
- [Water NSW Operating Licence 2017-2022.](#)

IPART focuses on assessing whether the utilities are compliant with requirements of their operating licences. The audit will apply a risk-based approach to focus on the systems and procedures in place throughout the audit period. The audit will evaluate adequacy of controls to manage water quality, meet performance standards, adhere to prescribed water conservation measures, participate in long-term planning, protection of customers' rights, and consultations with customers and stakeholders.

If you have experiences with or views on a utility's performance, you can share them with IPART.


We will consider all feedback as we audit the utilities.

However, please note that we will not share or publish feedback (including submissions) on our website.

Feedback will be accepted until COB 15 July 2022.

To share your views, click on the Have your say on our website.

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